

## **Citrix (SSL) Access Gateway End User Documentation**

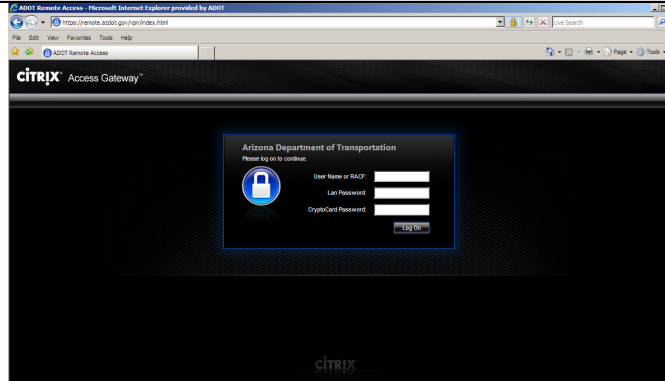
This document details the steps required to remotely access internal ADOT web sites and applications through the Citrix Access Gateway.

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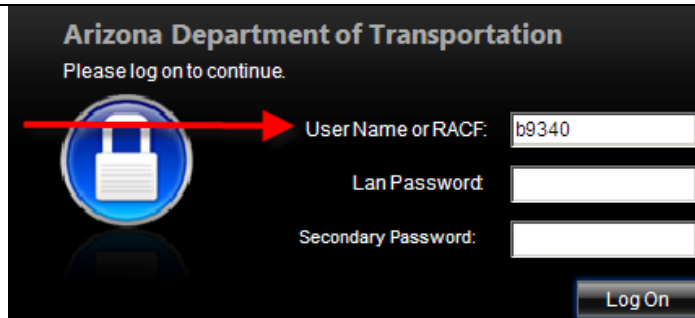
## Citrix Access Gateway Internet Connection Process

- The Internet connection process pertains to users connecting from any internet connection not on the ADOT network or Branch Office Tunnel.

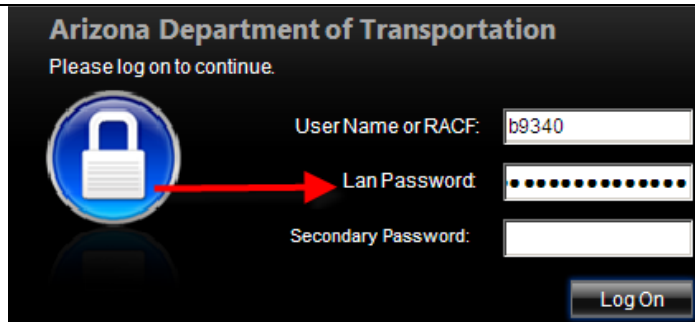
Open your Internet Browser and go to <http://remote.azdot.gov>

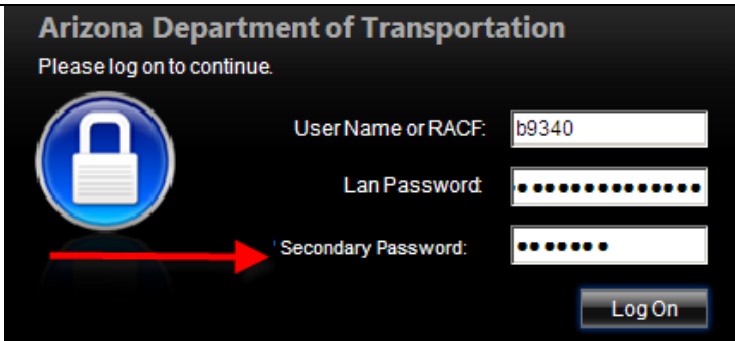
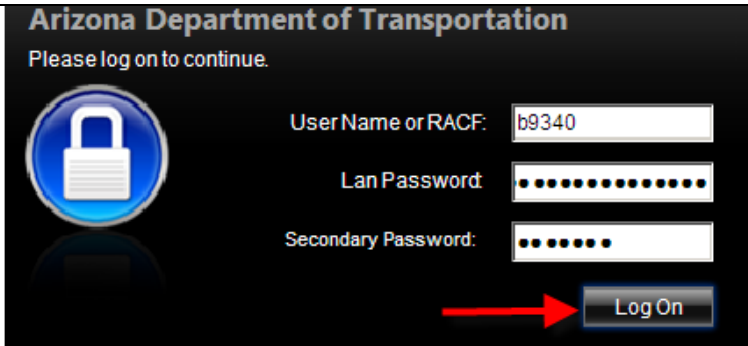
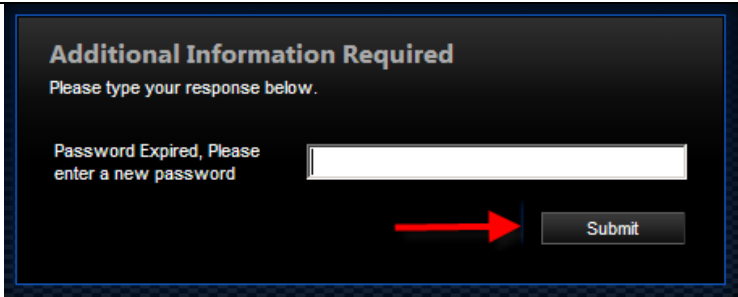
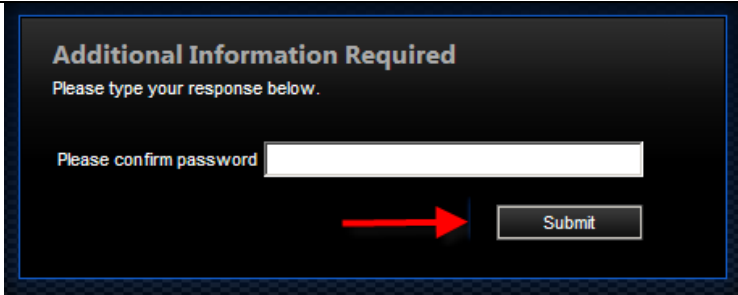


Enter your user name or RACF ID

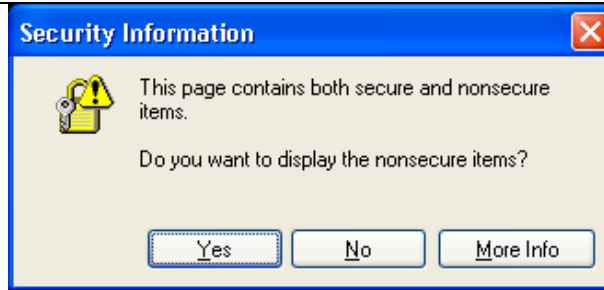


Enter your LAN Password

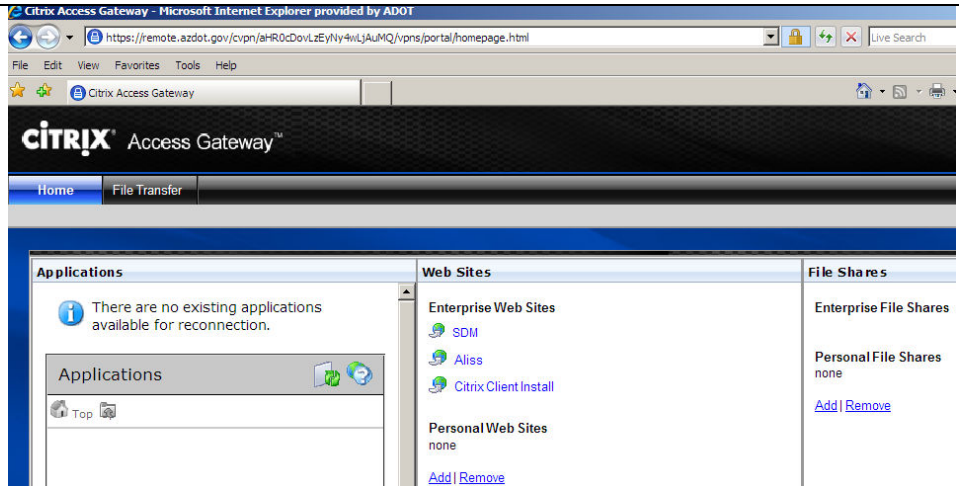


<p>Enter your CryptoCard Password including the dash. Your CryptoCard Password should look similar to 123-4567.</p> <p><b>Note, if you were not issued a CryptoCard enter your Lan Password again in the Secondary Password field.</b></p>	
<p>Click Log On</p>	
<p>Upon log on you may receive the password expired page. If so, please enter a new password and click submit.</p>	
<p>Confirm your password and click submit</p>	

If you receive the security information pop up, click yes.



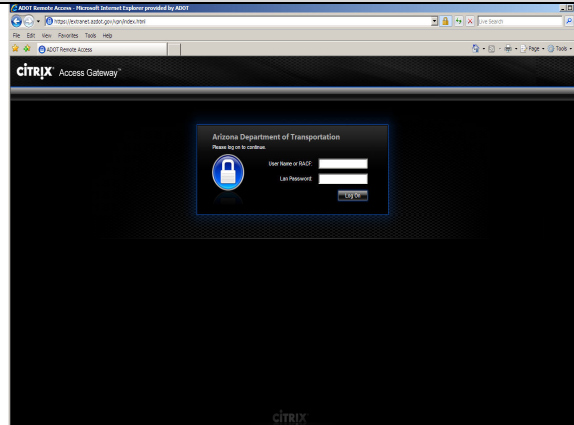
Once you have successfully logged on you will arrive at the Citrix Access Gateway Home Screen. Here you will find web sites and applications accessible through the Citrix Access Gateway.



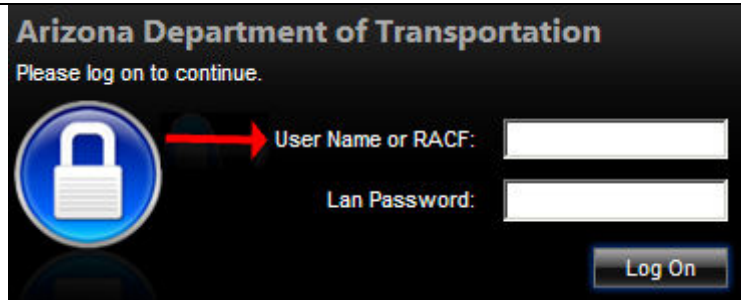
## Citrix Access Gateway Extranet Connection Process

- The Extranet connection process pertains to users connecting from any partner site on a Branch Office Tunnel or internal ADOT network.

Open your Internet Browser and go to <http://extranet.azdot.gov>



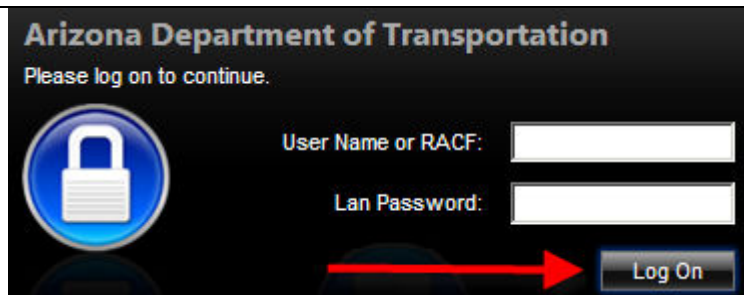
Enter your user name or RACF ID

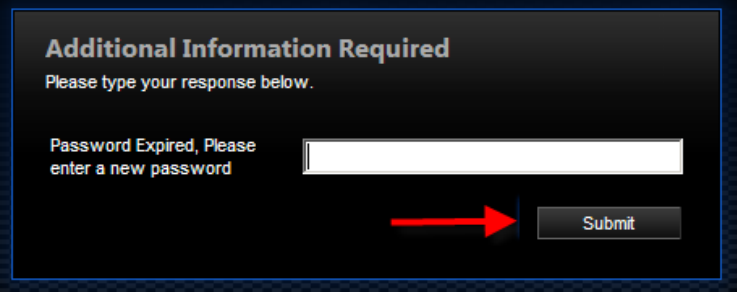
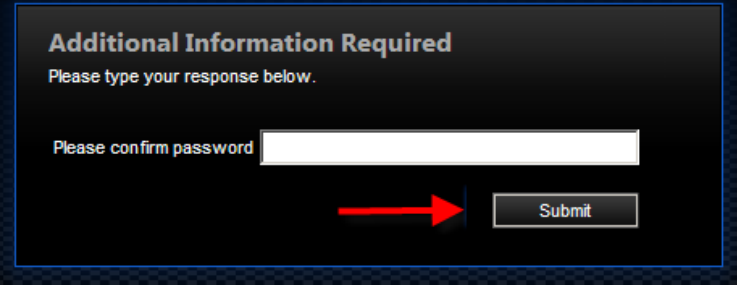
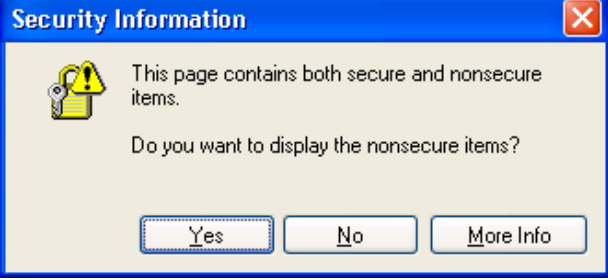
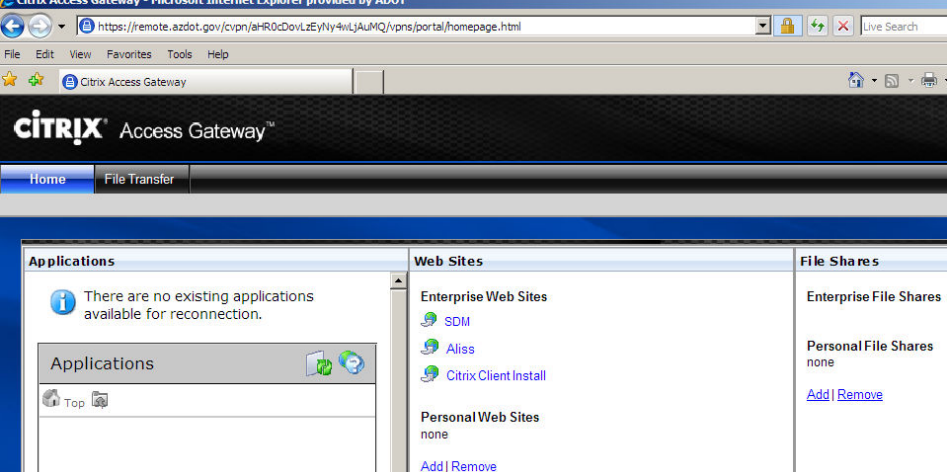


Enter your LAN Password



Click Log On



<p>Upon log on you may receive the password expired page. If so, please enter a new password and click submit.</p>	
<p>Confirm your password and click submit</p>	
<p>If you receive the security information pop up, click yes.</p>	
<p>Once you have successfully logged on you will arrive at the Citrix Access Gateway Home Screen. Here you will find web sites and applications accessible through the Citrix Access Gateway.</p>	

## Home Screen

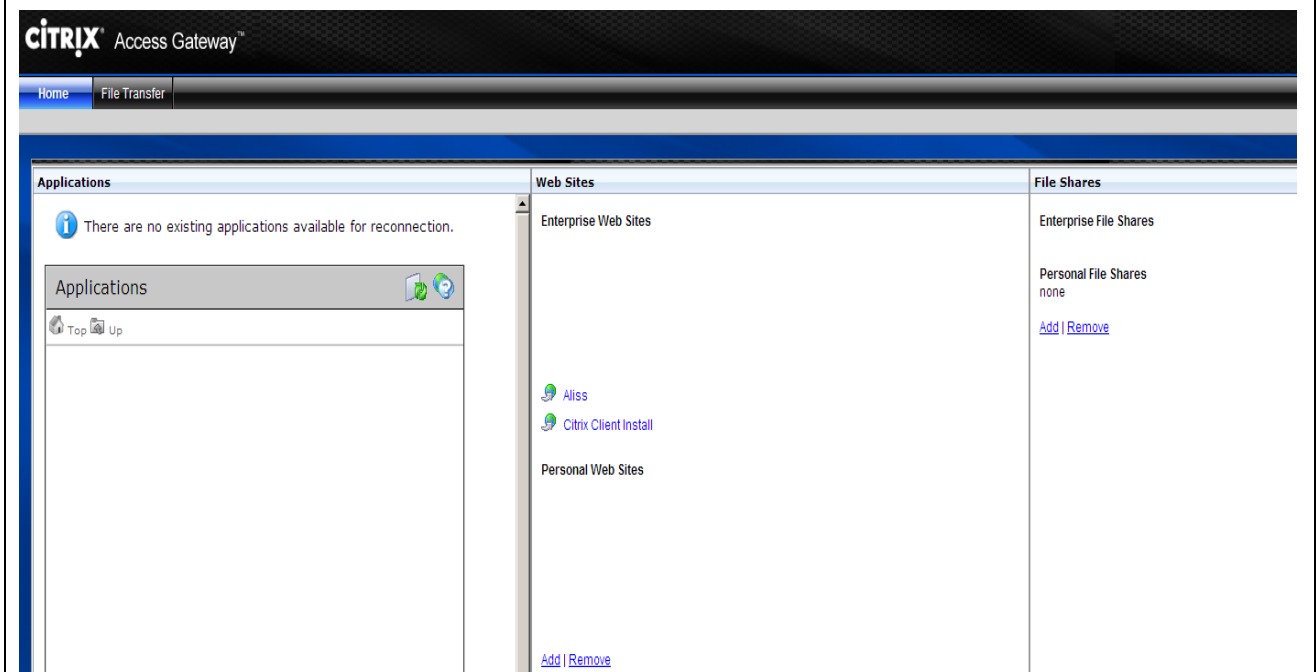
The Home Screen contains 3 columns and 2 tabs.

### Columns:

- Applications – If you have access to any published applications they will show up under the Applications column.
- Web Sites - All web sites setup on the Citrix Access Gateway will appear under the Web Sites column.
- File Shares - The File Shares column is not used at this time.

### Tabs:

- Home – Applications and websites are accessed from the Home tab.
- File Transfer – The File Transfer tab is not used at this time.



## Frequently Asked Questions (FAQ)

Error: The credentials you typed are incorrect. Please try again or contact your help desk or system administrator.

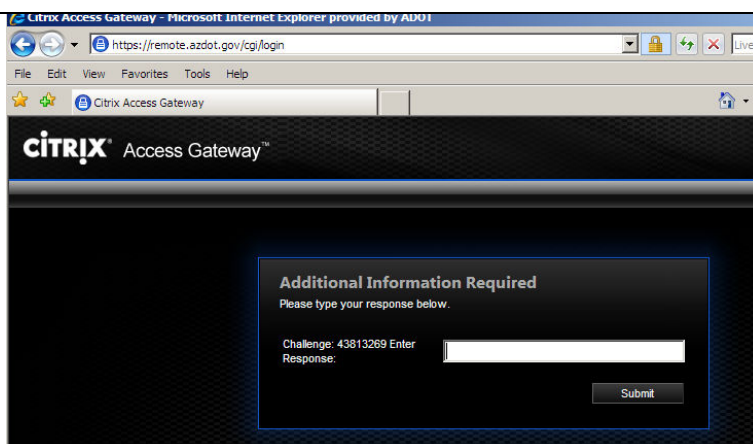
This error means one or more of the following is incorrect: Username or RACF, Lan Password or Secondary Password.

Make sure if you have been issued a CryptoCard you are using it in the secondary password field.



If you have been issued a CryptoCard you are required to use it at the Internet log on screen.

You will receive the challenge prompt if you leave the CryptoCard password field blank or if your CryptoCard is out of Sync.




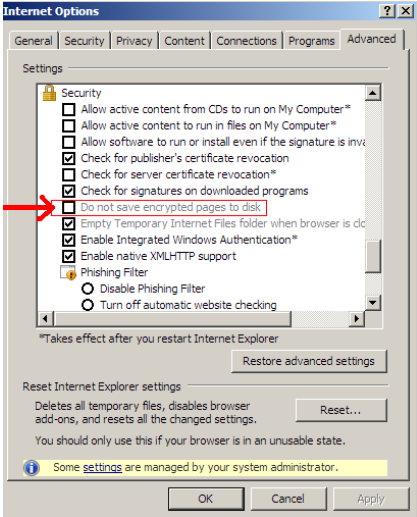
File Transfer Tab

The file transfer tab is not being used at this time.

File Share Column

The file share column is not being used at this time.



Citrix Client Install	You don't need to install the Citrix client to access items under the Web Sites column. To access items under the Application column the Citrix client will need to be installed.
Error when trying to Export a report.	<p>If you receive an error similar to the following screen shot when trying to export a report Internet Options probably need to be adjusted.</p>  <p>To correct this error open Internet Options from within your internet browser. Make sure “Do not save encrypted pages to disk” is not checked. If it is checked you need to uncheck it.</p> 

**Additional Information Required**  
Please type your response below.

Password Expired, Please  
enter a new password

Submit